



**A  
Patient's  
Guide  
to  
Duke  
University  
Hospital**



## **Welcome to Duke University Hospital.**

You are here to get better. Every person with whom you come in contact is here to contribute to your care. Every procedure is performed with a view toward your well-being.

We strive to provide outstanding specialists, personalized care and up-to-date facilities. This makes Duke seem a large, complex place — one where you may feel strange at first.

With this booklet, we'd like to help take the 'strangeness' out of Duke for you. We'd like to introduce you to some of the people you'll meet, the routines you'll follow and the resources that will be put at your disposal. By knowing about Duke and what to expect, you will be more at ease during the days you spend here.

We hope your stay at Duke will be comfortable and successful and that you'll be able to return to your home and daily life soon.

*Medicine is the only profession that labours incessantly to destroy the reason for its existence.*

— Sir James Bryce

## **Our commitment to you**

At Duke University Hospital, your rights — as an individual and a patient — are important above all. Every member of our staff is committed to treat you with consideration, respect and dignity.

You have the right to be informed of your diagnosis and course of treatment. Should you have any questions, you have the right to ask your doctor, nurse or therapist for clarification, so you can understand the matter at hand. When you enter, you sign a general consent form; at times, specific consent will be required for other procedures. Diagnostic and therapeutic measures will be performed with your approval, and only after any questions have been answered to your satisfaction. You have the right to refuse any procedure or treatment after you have been informed of the possible consequences of such a decision. (In the event the patient is a minor or incapable of understanding, the decision will be made by a parent or guardian.)

Information about your care and treatment is confidential and will not be revealed to anyone without your prior authorization — except when required by law, when needed for insurance purposes or if you are transferred to another institution. In case you are admitted through the emergency room, we reserve the right to answer media questions about your condition.

During your stay, you will come into contact with

physicians, nurses and allied health personnel in training. This should not violate your privacy or the confidentiality of your treatment. It is, of course, your right to refuse to be observed by any person or group other than those directly responsible for your care. We at Duke do believe, however, that it is to your advantage to have your case reviewed by individuals at all levels of medical experience at this institution.

Patients are admitted and treated at Duke without regard to race, religion, sex, national origin or — in the case of acute illness — the nature and source of payment for care.

## **Which building?**

Duke University Hospital has two major clinical facilities: the **North Division** and the **South Division**. The North Division, which includes **Anlyan Tower**, houses inpatients in medicine, surgery, pediatrics and obstetrics/gynecology. The **emergency/trauma center** is also in the North Division, with its own driveway leading off Erwin Road.

In the South Division are inpatient units for psychiatry, medicine and surgery; a clinical research unit; a rehabilitation unit; outpatient surgery and the outpatient clinics, which also contain surgical and medical admission points.

Adjacent to the South Division is the **Edwin A. Morris Building**, which houses the oncology clinics

and some oncology inpatients. The **Joseph A.C. Wadsworth Building** houses the inpatient and outpatient services of the Duke University Eye Center, which is connected to the North Division by a corridor.

If you are being admitted on a scheduled basis, please check beforehand to which building you should come. The map and driving instructions will help you find the building and the nearest parking lot.

## **Being admitted**

In general, there are three ways to enter Duke University Hospital: your hospitalization may be scheduled in advance, you may come in as an emergency patient through the emergency/trauma center, or you may be admitted after an examination in one of our clinics uncovers a condition necessitating hospitalization.

If you have been referred to Duke by your hometown physician, your Duke physician will schedule your hospitalization. If there is sufficient lead time, you can be **pre-admitted**. The forms detailing insurance coverage or other means of payment and the permission to disclose necessary information to your insurance companies may have been obtained. You may have been asked for a deposit, if indicated, after your insurance benefits have been confirmed. You should have been informed of the time and place of your admission. Admission is generally — though not

always — scheduled between 11 a.m. and 2 p.m., and you are requested to come to the admission point closest to your room or to clinics where you have studies performed.

### ***In general –***

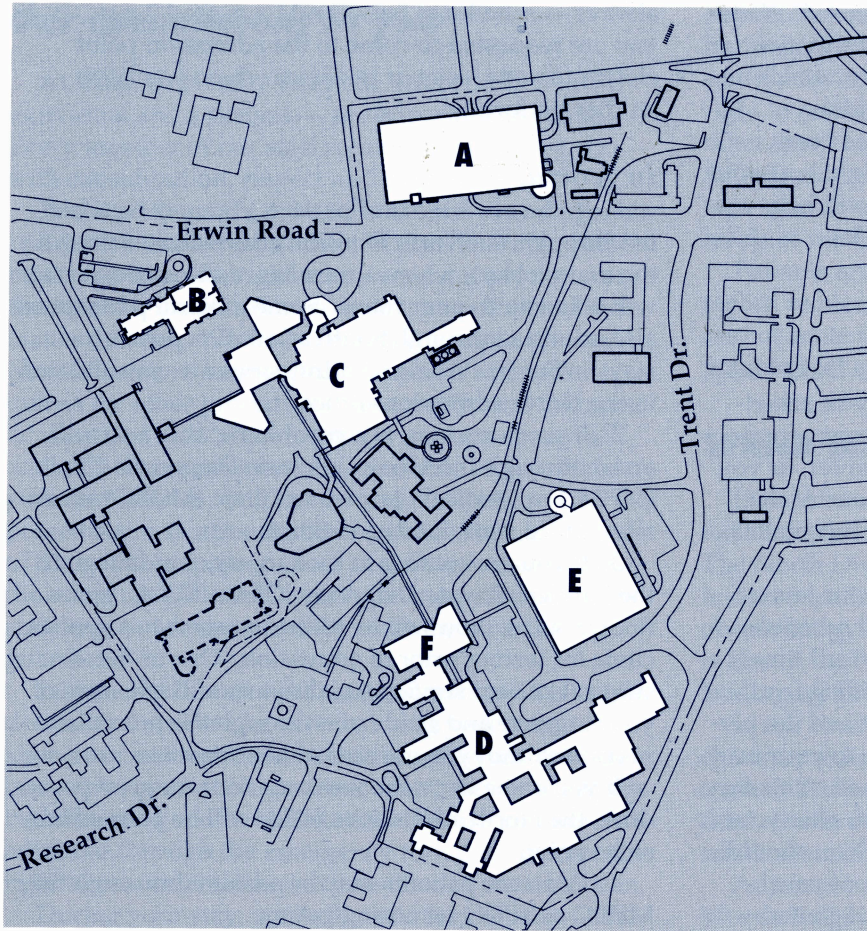
1. If you are a medical patient, you may be admitted through the North Division admissions office (in the main lobby), where a member of the escort service will take you to your room. Some medical patients are also admitted through South admission points for stays in South. Weekend admissions are consolidated in the North admissions office.

2. If you are going to a psychiatric unit, you will arrive through the Medical Private Diagnostic Clinic (MPDC) or Medical Outpatient Clinic (MOPC) admissions office, both located in South.

3. If you are coming in for surgery, you will go to the Surgical Private Diagnostic Clinic (SPDC, main floor, South). You will be asked to report to a specific clinic for testing prior to admission. One of the surgical patient service coordinators will take care of your luggage and guide you through the procedures necessary until you are settled in your room.

If you come in on the weekend for a surgical procedure, the North admissions office will be your admissions point.

4. Pediatric patients may be admitted through the MPDC or SPDC admitting points.



## Close-up of Duke University Medical Center Campus

- A --- Parking deck 2
- B --- Eye Center
- C --- North Division
- D --- South Division
- E --- Parking deck 1
- F --- Morris Building

5. Obstetric patients are admitted through the emergency and maternity entrance at the North Division.

6. Eye center patients are admitted through the admissions office in the lobby of the Joseph A.C. Wadsworth Building.

7. Cancer patients may be admitted through the office on the main floor, Morris Building, Mondays through Fridays.

At every point, admissions personnel will answer your questions and help with the paperwork. In an emergency, you may be treated first, and the paperwork will be taken care of when you or a member of your family can attend to it.

We generally have a high occupancy rate, so often a room must be made ready before the next patient is admitted. Patients do not always leave punctually at 11 a.m., so there may be delays in having a room free. The admitting officers will keep you aware of the status of your assigned room. Do not hesitate to ask questions if the delay seems too long.

### ***What do I bring?***

You should have a nightgown or pajamas, robe, sturdy slippers, toiletries, reading glasses, a favorite book, perhaps stationery. Please put your name on your suitcase.

Do not bring jewelry or other valuables, or more than \$10 in cash. If you do have valuables, please

deposit them with the main admissions office in North or South, and we shall then be responsible for them.

If you bring personal appliances such as hair dryers, electric razors or radios, they must be plastic-encased, without cracks or frayed wires. Do not bring your own heating pads, heaters, heating blankets, curling irons, VCRs or television sets. Any use of your own medical devices, such as apnea monitors or ventilators, must be approved by a physician.

Bring all your necessary records: Medicare or Medicaid, insurance plans, Social Security card or number. Bring any records your personal physician has given you, such as X-rays or test reports.

Bring the medicines you have been taking at home to show your Duke physician. Once you are admitted, your nurse will store them for you during your stay. While here, you will take only the medicines prescribed by your Duke physician.

## ***Your hospital routine***

### ***Your room***

Your room at Duke will be comfortable; it is designed to be part of your treatment here. In the course of your stay, you may be removed several times — from intensive to intermediate care units or to a rehabilitation unit — and in each case the room is equipped to help in your care during that particular stage of your treatment. (Messenger service or unit

service personnel will move your possessions for you.)

In Anlyan Tower, each intermediate care room has an electrically operated bed that adjusts to the position most comfortable for you. There is a small wardrobe, a place to store your suitcase, shelf space for holding flowers, cards and books, a color television set and a recliner chair. There is a private toilet, shower and sink. The phone is right by the bed. The examining lights, electrical and emergency outlets, and gas and vacuum outlets are for use by the staff.

In South and the Wadsworth and Morris buildings, the rooms are arranged a little differently but with the same goals in mind: your needs and comfort.

### ***Visitors***

Your visitors are part of your recovery, and we welcome them. However, there are certain rules for visitors (see below), which we ask you to observe.

In the case of pediatric patients up to the age of 12, we have a special fold-down bed in the room so that one parent can stay with the young patient. That's how important visitors can be! (There is a special brochure for pediatric patients and their families, "Because We Care," which you can request in the child's unit.)

### ***Visiting guidelines***

To ensure that the patient gets the rest and care he or she needs, we ask you to observe a few necessary

limitations:

- No more than two visitors at a time.
- Keep visits short.
- Smoking is not permitted within the medical center. There are designated areas outside the medical center for smokers. Maps are available at information desks in North and South divisions.
- Visitors must be at least 12 years old. (However, there are special guidelines for the brothers and sisters of pediatric patients.)
- Leave the patient's room when a treatment is to be given.
- An overnight permit may be given to one family member of a patient who is critically or terminally ill or confused. In the North Division, the charge nurse will provide a dated permit to be worn by the visitor throughout the night. In the South Division, the evening nursing supervisor distributes permits around 9 p.m. in the main lobby. (Please do not ask to stay overnight under normal circumstances.)

### ***Special guidelines for visiting a patient in intensive care***

- Visitors are limited to the immediate family or another designated person.
- Visitors must be at least 18 years old.
- There should be no more than two visitors for each patient at one time.
- Visitors leaving the intensive care unit waiting



room can arrange to be called in case of need.

- Do not take food or drinks into patient care areas. Please use the hospital cafeteria or other nearby facilities.

In addition, each intensive care waiting room may have guidelines specifically meant for that unit. Please note and observe such rules.

### ***General visiting hours***

**11 a.m. to 9 p.m.**

### ***Intensive care visiting hours***

Each intensive care unit has its own visiting hours. Please check with the nursing staff for the hours for your unit.

### ***Phone calls***

Patient rooms in both North and South divisions have private telephone numbers, beginning with the prefixes 681 or 684, that allow you to receive calls to your room at any time. Patient Information (684-2410) is available 8 a.m. to 10 p.m.; therefore, to enable your callers to contact you more easily, please give your number to friends and relatives.

Local calls are free; long distance calls cannot be charged to the room. Long distance calls may be made by calling collect or using your calling card. Using a credit or calling card within the 919 area code, dial 0

and the number. When you hear a tone, dial the card number. Operator-assisted long distance calls: For calls within the 919 area code, dial 0 and the number. After you hear a tone, wait for an operator to answer. For calls made outside the 919 area code, dial 0, the area code and the number. The operator will answer after the tone. Dialing instructions also are listed on the phone.

There are public phones in the elevator core of Anlyan Tower and throughout the other buildings.

### ***Mail***

Your mail will be delivered to you once a day. There is a mail drop in the central core of Anlyan Tower and in convenient locations in the other buildings. Please ask correspondents to address your mail with your first name (i.e., Mrs. Mary Smith, rather than Mrs. John Smith), with the correct building and room number if available, and to clearly mark it as "patient mail."

### ***Newspapers***

The daily Durham papers can be delivered to your room for a subscription fee by calling 684-3336. Please pay the newspaper attendant directly. Local and out-of-town papers are also available from racks in the PRT (personal rapid transit) lobbies in the North and South divisions.

### ***Special procedures***

In the course of your treatment, you will probably undergo a number of special procedures. Your physician, nurse, therapist or technician will explain the procedures to you. In many cases, brochures have been prepared to help you understand the process. Don't hesitate to ask questions if you do not understand something.

### ***Nurse call***

A nursing staff member will show you how the nurse call system works so you can call for assistance at any time. You will find nurse call buttons beside your bed and in the toilet and shower areas.

### ***Smoking***

Smoking is not allowed within the medical center. Patients can smoke only with physician's permission.

### ***Food Service***

In North Division, food is prepared for service at galleys close to the patient care units. The serving schedule is: breakfast, 8-8:45 a.m.; lunch, noon-12:30 p.m.; dinner, 5:15-6 p.m. Since you may not be in your room at those precise times, or you may not feel like eating just then, these hours are flexible — you can be served when you are ready to eat. Refrigerators in the galleys make small late-evening snacks possible.

In South, food is prepared in a general kitchen and delivered on trays to the patient units. Breakfast is usually served 7:15 - 8:15 a.m.; lunch, 11:45 a.m. - 12:45 p.m.; and dinner, 5-6 p.m. Questions regarding delivery times can be answered by your nurse.

Unless you are on a special diet, you select your meals each day for the following day. In case of special dietary needs, a dietitian will come around and discuss your meal plan with you.

Kosher meals can be provided on request.

If you receive food as a gift, please discuss it with your nurse. If you are on a special diet, certain foods may be restricted.

Please ask your visitors not to eat in your room. Cafeterias in North and South divisions are open for visitor dining, the hospital auxiliary's snack bars are open at regularly scheduled hours, and there are vending machines in all buildings.

### ***Drugs***

All drugs given to you during your stay have been specifically prescribed for you and are part of your medical record. Do not take any others.

### ***Identification bracelet***

The bracelet you are given when you enter the hospital is to be worn until you leave.

## ***Safety***

Safety is as important in the hospital as at home — even more so, since patients are sometimes in a weakened or drowsy state.

Please take these rules to heart:

1. When using a wheelchair, keep your weight well back in the seat and do not hang your arms outside the chair. Ask for help when getting in or out of the chair. When getting out, make sure you step onto the floor, not on the footrest. Wheels should be locked to prevent rolling.

2. Safety practice is a continuing concern in a hospital, and fire drills are conducted for the staff. If you hear an alert, stay calm and in your room. The nurse will make sure you are all right and then close the door so the drill will not disturb you.

3. If you need to get up during the night, call the nurse on duty for help. Being in strange surroundings at night can be confusing, so do not hesitate to ask for assistance.

4. The beds are equipped with side rails. The nurse may suggest raising the rails at night for your safety.

## ***The people who care for you***

### ***Physicians***

One physician has primary responsibility for your care. He or she supervises the selection of diagnostic tests, medications and course of treatment. At times,

your physician may consult with colleagues on the staff to plan your treatment.

In addition to being on the staff of Duke University Hospital, your physician holds a teaching appointment at the medical school, one of the nation's finest, and is often a researcher of note.

Your physician will explain the nature and treatment of your illness. If you do not understand the explanation, ask questions. Knowing about your illness helps you cooperate in the procedures necessary for your treatment.

Each physician has a house staff M.D. who works closely with him or her.

### ***House staff***

Members of the house staff are fully qualified physicians who have graduated from medical school and come to Duke for advanced training. House staff officers will look in on you often; they will report on your progress to your physician, and they will coordinate procedures. House staff officers are on call 24 hours a day — which is one of the advantages of being in a teaching hospital like Duke.

In addition to the house staff officers, you will also meet medical students on their rotations.

### ***Physician's assistants***

Registered physician's assistants (PAs) work under the direct supervision of your physician and assist him

or her in the management of your hospital care. Duties vary from service to service, but may include taking patient histories, writing orders for appropriate examinations or clinical tests required to evaluate an illness, counseling patients, writing daily progress notes in the hospital records and preparing summaries of care received.

By carrying out a variety of delegated functions, the PA permits the attending and resident physicians to focus their skills where they are most needed.

### *Nurses*

Members of the nursing staff spend more time with you than any other people on the care team, and they become well-attuned to your daily needs.

You will find that there are registered nurses (RNs) and licensed practical nurses (LPNs) who will introduce themselves to you in terms of their major function — be it to teach, which a nurse clinician does; to coordinate nursing activities, which a head nurse does; or to give direct personal care. All RNs do a certain amount of patient teaching as they care for you. In certain units, you will also encounter patient care assistants who are trained to provide specific kinds of patient care.

Nursing students from area schools will rotate through your units, generally accompanied by their instructors.

### *Therapists*

Respiratory, occupational, recreational and physical therapists are professionals who use modern techniques and equipment to alleviate some of the side effects and complications resulting from illness. Some therapists come to your room; in other cases, you will be taken to special therapy areas in North or South divisions.

### *Technologists*

Medical, X-ray and nuclear medicine technologists are trained to use the most up-to-date equipment and methods to help the physician diagnose illness; they can often help pinpoint problems that cannot be discovered any other way.

### *Patient unit personnel*

Whereas doctors, nurses, therapists and technicians are concerned with your direct care, patient unit service personnel are responsible for your surroundings.

The **unit administrator** sees to it that rooms are clean and everything is in working order. If you or your family have any complaints, please take them up with the administrator.

The **data terminal operator (DTO)** enters into your record all tests, medications and charges; orders transportation if you need to go to another part of the

hospital or are going home; and answers the nurse call system.

**Patient service aides** take you to other parts of the hospital, do certain specialized cleaning and help with chores and messenger work.

### ***Dietary personnel***

A **clinical dietitian** has an office close to your patient care area, and if you need a special diet, this specialist will come to your room to discuss it.

The **dietary supervisor** takes your menu orders and helps with calorie counts and nutritional assessments if needed.

**Diet technicians** prepare the food, keep a record of special diet orders and remove food trays from your room.

### ***Pharmacists***

Registered pharmacists make rounds with your physician. They will keep a record of the medications prescribed, dosages and reactions. All medication orders are checked by a pharmacist before they are dispensed from the pharmacy.

### ***Social workers***

You can talk about stress and problems that arise because of your illness, whether at the hospital or at home, with our trained social workers. They have information concerning available community re-

sources and are experienced in helping with the difficulties that may face you and your family.

### ***Volunteers***

Members of the Duke Hospital Auxiliary are stationed in various parts of the hospital. They help you find your way, and they staff the Pink Smock gift shops in North and South divisions and the snack bars in South Division. Volunteers also bring around the carts from which you can buy magazines and toiletries or borrow books.

### ***Environmental services personnel***

Dressed in tan or tan and blue uniforms, personnel from environmental services see to it that the hospital is clean and tidy at all times.

### ***Escort services***

Members of this service are stationed at the entrances to both divisions of the hospital and will take you to your room on admission.

Note: In keeping with accepted hospital tradition, please do not tip hospital personnel. They are professionals whose job is to help you.

### ***Private duty nurses***

The hospital does not provide private duty nurses, but if you feel you need one, tell your nurse and she will have you sign the order. The hospital nursing office will place your order with the Durham Professional Nurses Registry or other agencies; payment and hours of service are to be arranged between you, or a family member, and the private duty nurse.

### ***Hospital administration***

The hospital administration hopes to make your stay at Duke as pleasant as possible — for your family and your friends, as well as yourself. If a problem arises that needs special attention, do not hesitate to call the **director's office at 681-3420**.

### ***Special services***

#### ***Chaplain's service***

If you or a family member would like to talk to a chaplain, your nurse will make the arrangements. Chaplains are on call 24 hours a day. If a representative of your faith is not on the chaplain's staff, efforts will be made to find one in the community. There are chapels in North and South divisions for meditation and worship.

### ***Host homes***

If you have family members visiting from out of town, host homes representatives can arrange short-term housing in private homes. Some accommodations are free, in other cases a nominal sum is charged. (See visitor's information at back of book for phone number.)

### ***TV guide***

The listing for the television channels is shown on the Cablegram program on the patient channel, DUMC-TV Channel 3 on your television set. Cablegram also gives information about events and services in the hospital and on campus. Channel 3 also offers patient education videos and other programs for Duke patients. Ask your nurse or data terminal operator for a printed schedule for Channel 3.

### ***Talking books***

Audio cassette players and books on tape are available on loan to patients. Ask your nurse or call Cultural Services at 684-2027 for information.

### ***Art exhibits***

Exhibit cases in both North and South divisions display the artworks of local artists and craft artisans. The exhibit schedule is shown on the Cablegram program on Channel 3 of your television set. Call Cultural Services at 684-2027 for information about exhibits or about the art in your room.

### ***Ticket service***

Tickets to some performing arts events on campus are available in the Cultural Services office. For information call 684-2027.

### ***Banking***

**Central Carolina Bank** has one 24-hour automatic teller in the lobby of the South Division and another in Bryan University Center on Duke University's West Campus. There is also a full-service bank at 2714 Erwin Road, close to North. The hours are 9 a.m.-5 p.m., Mondays through Thursdays; 9 a.m.-6 p.m., Fridays. The drive-up window is open 9 a.m.-5:30 p.m., Mondays through Thursdays; 9 a.m.-6 p.m., Fridays.

**North Carolina National Bank (NCNB)** provides a 24-hour banking facility in Bryan University Center on Duke's West Campus.

**Wachovia Bank & Trust Company** has a full-service bank on the first floor, South Division. Hours are 9 a.m.-1 p.m. and 3-5 p.m., Mondays through Thursdays; 9 a.m.-1 p.m. and 3-6 p.m., Fridays. Automatic teller machines are located adjacent to the bank and in Bryan University Center on Duke's West Campus.

### ***Parking***

There are specific parking lots for North and South divisions. (See the map on page 4.)

A special area next to parking deck 2 is set aside for over-size vehicles. For information about long-term stays, contact the Parking and Traffic Office on level T of parking deck 2.

### ***Gift shops***

The Duke Hospital Auxiliary operates shops in the lobbies of North and South, where you may purchase gifts, flowers, reading matter, stationery and toiletries. The North Division shop is open every day from 9:30 a.m.-8 p.m. The South Division shop is open 9:30 a.m.-4:30 p.m., Mondays through Saturdays; 1-4:30 p.m., Sundays. Merchandise carts from these shops circulate through the patient care units once or twice a week.

### *Translation service*

The main information desks in both divisions of the hospital have a list of people fluent in a variety of languages. If you have trouble understanding English, or making yourself understood, one of these people will be happy to help you. There is no charge for this service.

### *Hairdressing*

If your physician approves, you can have a beautician come to your room for shampoos, cuts and sets. The beautician is in the hospital only one day a week. A barber is available to cut men's hair. To make appointments, call 684-5810. Please pay the beautician or barber directly for their services.

### *Your discharge*

Your physician generally tells you the night before you are to be discharged that you will be able to leave the next day.

Generally you or a family member must come down to the business office — in the lobby of North or South divisions — the day of discharge to make arrangements for paying the bill unless the business office has notified your unit that this will not be necessary. Our staff is familiar with all available forms of financial aid and will do their best to help you settle

the charges. The itemized **bill** — which will be sent to you later — will include a daily room charge, laboratory fees, anesthesia and non-covered charges like crutches. It will not cover professional charges, i.e., the doctors' fees. Your doctors' charges will be billed separately.

Please ask the person who will pick you up to be at the hospital before your discharge. We would like your room to be free by 11 a.m. at the latest so we can prepare it for the next patient.

If you need an ambulance to get home, ask your nurse or the social worker on your unit to assist you in making the necessary arrangements. You can also call a taxi from the front lobby; escort service will help you. Please remember to check out with your nurse or the DTO as you leave the unit.

Before you leave, arrangements will usually be made for a **return appointment** at Duke or you will be referred to a local physician for follow-up care. A full report of your hospitalization will be sent to the physician who follows your progress. Your Duke physician may also give you a **prescription for medication** to take after your discharge. If you live in Durham, you may want to have the prescription filled at Duke; otherwise, it is more practical to go to your local pharmacist.



## Duke North Division



## The facilities at your disposal

Duke University Hospital is the clinical component of Duke University Medical Center. Patient care is our first concern. But in addition, it is a teaching hospital for students of medicine, nursing and allied health sciences. It is also a research hospital — a place where medical advances are made and likely to be first applied.

The hospital is a large, complex combination of highly trained people and fine facilities. There are two major facilities: The **North Division** is the massive building opened in 1980. Its 734-bed **Anlyan Tower** houses the inpatient units for medicine, pediatrics and surgery. The **ancillary section** of North houses obstetrics/gynecology inpatient units, supporting functions such as the operating suite, diagnostic radiology, laboratories, pharmacies and the emergency/trauma center, and some inpatient units. The **South Division**, just 1,200 feet away, is connected with North by pedestrian walkway and PRT trains that cover the distance between the two buildings in just over 70 seconds. South houses the inpatient units for psychiatry; intermediate care units for medical and surgical patients; the clinical research unit; a rehabilitation unit; outpatient surgery; and outpatient clinics and teaching programs.

The **Edwin A. Morris Building** houses the clinical component of the **Duke Comprehensive Cancer**

**Center**, the only federally designated comprehensive cancer center between Washington, DC, and Birmingham, AL. The Morris Building, which is functionally part of South, has outpatient clinics and a 20-bed inpatient unit for highly specialized cancer treatments; patients other than cancer patients are also housed here. Presence of this center assures a high concentration of cancer specialists — clinicians, researchers, therapists — and advanced therapeutic equipment.



**Edwin A. Morris Building**

In the **Joseph A.C. Wadsworth Building** is the **Duke University Eye Center**, the only such facility between Baltimore and Miami, and one of the first major centers in the southeastern United States specifically dedicated to the treatment of, and research into, eye disease. The eye center brings together specialists from the Department of Ophthalmology and other fields of medicine and surgery, and scientists in such non-medical fields as chemistry and biomedical engineering. The Wadsworth Building is connected to North by a corridor that allows it to function as a part of the larger building.

The **General Clinical Research Center (Rankin Ward)** is a 21-bed general research unit in South. One of 78 such units throughout the country funded by the federal Division of Research Resources, the GCRCs are highly specialized patient units that provide medical scientists with the opportunity for careful clinical study of unusual diseases — and, more importantly, they give the patient with an unusual disease the possibility of intensive care by specialists in many fields.

The **Heart Center** at Duke Hospital, on the seventh floor of North, combines clinical and research activities. Included are a sophisticated acute care unit and a clinical epidemiology program that involves the collection of data by computers and the predictive management of heart disease based on this statistical information.

The **Kidney Center**, on the ninth floor of North, is a regional center for kidney transplantation as well as hemodialysis treatments.

The **Neurosciences Center**, on the fourth floor of North, provides an environment in which neurologists and neurosurgeons work together in the care of highly complex cases.

The **Bone Marrow Transplant Unit**, on the ninth floor of North, provides the latest in critical care capabilities to meet the special needs of patients undergoing bone marrow transplantation.

**Replantation teams** work to reattach severed or semisevered limbs. Duke's teams have performed hundreds of these complicated procedures, with patients flown in from all parts of the Southeast. A replantation team is always on standby.

The **Children's Medical and Surgical Center** of Duke University Hospital is on the fifth floor of North. It is a children's hospital, with access to the specialists and facilities only a world-class medical center can provide. There are two intensive care units, one for newborns and one for older children. The intermediate patients are divided into three age groups — infants to 5, 6- to 12-year-olds and adolescents — so they can be with their peers. There are playrooms for each age group, where children who are well enough can take their meals. In terms of colors, furniture, accessibility of toys, teachers, social workers and recreation therapists, everything is done to lessen the strangeness of



the hospital setting and to provide the psychological as well as medical support necessary in treating the ill child. Outpatient facilities for the Children's Center are located in North and South.

The **Duke Women's Center** is also on the fifth floor of North. The unit contains 70 beds for obstetrics and gynecology, three delivery rooms, one recovery room and nine labor rooms, including two LDR (labor, delivery and recovery) rooms where women can give birth in home-like surroundings. A 30-bed newborn nursery is adjacent to the delivery suite and the intensive care nursery of the Department of Pediatrics is nearby, on the same floor.

Two **diagnostic radiology** centers — one on the first floor of North, the other on the second floor of South — provide the most advanced X-ray, nuclear medicine, ultrasound, tomography and computerized

tomography equipment. By providing the precise diagnostic tool needed for each case, Duke can reduce the number and costs of procedures necessary for diagnosis.

In a special building adjacent to North, one of the most advanced diagnostic modalities — magnetic resonance imaging (MRI) — is housed and may be utilized as part of your evaluation. Duke also has the very advanced positron emission tomography (PET) scanner. These technologies are available only at a limited number of institutions in the U.S.

There are a total of 40 **operating rooms** in North and South. The 29 operating rooms in North are generally used for inpatients, while the 11 operating rooms in South are generally for ambulatory patients. One operating room in North is held ready at all times for emergency cases.

The **emergency/trauma center**, through which approximately 38,000 patients come each year, serves as a regional facility for a large area of the Southeast, as well as a primary care resource for many of the people of Durham. Duke's heliport is just 75 yards from the entrance of the emergency/trauma center, so critically ill or injured patients can be rushed into the hospital with the least possible delay.

## *Duke South Division*



## **Medicine at Duke... a continuing story**

Medicine at Duke had its start in 1924 with the generous bequest by industrialist James Buchanan Duke of \$10 million to build a hospital, medical school and a school of nursing. His aim was two-fold: to improve the quality of medical care in the Carolinas and to create excellence — quickly.

In both, the institution has succeeded — perhaps beyond the donor's wildest dreams.

But the quest for excellence and the need to make medical care available to all who need it are never-ending goals on which we work as hard today as we did a half century ago.

The hospital that averaged 156 inpatients per day in 1930, its first year, today treats approximately 810 patients daily. Approximately 440,000 visits are made to our outpatient clinics each year. There are about 500 practicing clinicians - the physicians and surgeons who are on the medical school faculty and the hospital staff. There are more than 460 medical students in the school rated one of the finest in the country; more than 800 residents and fellows come for advanced training and to help care for our patients. There are more than 200 certificate and degree students in nine fields in the allied health professions, and more than 7,000 others staff who run the various hospital facilities and serv-

ices. Thousands visit each year to participate in research projects, symposia and continuing education programs.

While Duke is growing in international renown, we are also true to our first benefactor's wish that we serve the people of North Carolina. Duke fields a great many outreach programs for North Carolina's counties and participates in community and school programs of every kind.

Duke is a vital place — one to which untold thousands have contributed their time and money. The struggle for excellence in medicine is endless — and it is expensive.

If you would like to be a part of the continuing development and excellence of Duke University Hospital, please contact the Office of the Hospital Director, Box 3292, Duke University Medical Center, Durham, NC, 27710; phone (919) 684-3042. There are possibilities of gifts to honor someone you love, gifts in an area of special interest to you or deferred rights.

Should you be interested in supporting private medical education and research at Duke University Medical Center, please contact the Office of Medical Center Development, Box 3541, Duke University Hospital, Durham, NC, 27710; phone (919) 286-5557.

## **Visitors' information**

### **Important phone numbers\***

#### **admitting**

emergency/trauma .....	684-2413
medicine and pediatrics .....	North - 681-6144
	South - 684-2669
Morris Building .....	684-5108
obstetrics and gynecology .....	684-3533
ophthalmology .....	684-5958
surgery .....	North - 681-3663
	South - 684-3113

#### **business office (discharge)**

North Division .....	681-2002
South Division .....	684-3141
Eye Center .....	684-5958
chaplain's service .....	684-3586
cultural services .....	684-2027

**director's office – all inpatient services** ..... **681-3420**

**emergency** ..... **911**

#### **escort service**

North Division .....	681-6061
South Division .....	684-5992

#### **gift shop**

North Division .....	681-6186
South Division .....	684-6165
hairdressing – beautician and barber .....	684-5810
host homes .....	684-3790
lost & found .....	684-3336

#### **nursing office**

North Division .....	681-2432
South Division .....	684-2432

**patient information** ..... **684-2410**

**public relations** ..... 684-4148

**security** ..... **684-2444**

#### **social services**

general adult medical and surgical .....	684-2342, 681-3720
neurosurgery .....	684-5004
oncology .....	684-5201
pediatrics .....	681-3446
psychiatry .....	684-4045
renal .....	681-9241, 684-3012
sickle cell .....	684-6464

My doctor's name \_\_\_\_\_

and phone number \_\_\_\_\_

\*area code 919

## **Dining for visitors**

1. The **two full-service hospital cafeterias** are open to visitors at specific times.

The North Division cafeteria hours are: breakfast, 6:30-10 a.m.; lunch, 11 a.m.-3 p.m. (11:30 a.m.-12:30 p.m. for staff only); dinner, 4:30-8 p.m.; night owl, 10 p.m.-3 a.m., Mondays through Fridays. The Northside Deli is open for lunch only, 11 a.m.-4:30 p.m., Mondays through Fridays.

The South Division cafeteria is open to visitors for breakfast, 6:30-10 a.m., and lunch, 11 a.m.-3 p.m. (11:30 a.m. - 12:30 p.m. for staff only). The Southside Deli serves lunch from from 11 a.m.-3 p.m.

The vending machines in both cafeterias can be used 24 hours a day.

2. The **Rainbow Tree** is a soup and salad bar open to visitors from 11 a.m.-2 p.m., Mondays through Fridays, in dining/conference Room 1110, North.

3. The **Duke University Auxiliary** snack bars are both in South. The one in the outpatient clinic area in the basement of the orange zone is open 9:30 a.m.-3:15 p.m., Mondays through Fridays. The snack bar on the main floor, red zone, is open 9:30 a.m.-6 p.m., Mondays through Fridays. The snack bars provide hot and cold sandwiches, hot and cold drinks and assorted snack foods.

Other Duke restaurants and snack bars open to visitors are located in Trent Drive Hall and in Bryan

University Center on Duke University's West Campus.

There is also a wide choice of restaurants in Durham and nearby Chapel Hill. Please don't hesitate to ask any of the information desks for directions and help in getting around Durham.

## **Hotels/motels for visitors**

Duke University Hospital does not take any responsibility for making hotel reservations for visitors, nor do we make any recommendations. The following list is provided simply as a convenience; you may want to make several phone calls to find the accommodations best suited to your circumstances.

### *within walking distance of Duke*

Best Western University Inn ..... (919) 286-4421  
502 Elf St. (behind parking deck 2)

Campus Arms (one-bedroom apartments).....286-9133  
2222 Elba St. (behind parking deck 2)

Cricket Inn .....286-3111  
2306 Elba St. (behind parking deck 2)

Dutch Village .....286-7788  
2306 Elder St. (behind parking deck 2)

*with free transportation to  
Duke University Hospital*

Brownstone Inn .....	286-7761
2424 Erwin Road (across from eye center)	
Carolina Duke Motor Inn .....	286-0771
2517 Guess Road	
Comfort Inn .....	471-6100
1816 Hillandale Road	
Durham Hilton Hotel .....	383-8033
3800 Hillsborough St.	
Howard Johnson's Motor Lodge .....	477-7381
I-85 at Hillandale Road	
Sheraton University Center .....	383-8575
Morreene Road and US 15-501	
Washington Duke Inn and Golf Club .....	490-0999
3001 Cameron Blvd. (NC 751)	

*within easy driving distance*

Best Western Skyland Motel .....	383-2508
I-85 at NC 751	
Best Western Triangle Inn .....	840-9000
Raleigh-Durham Airport	
Chesterfield Motel .....	477-7343
I-85 at Roxboro Road	
Confederate Inn .....	383-2561
I-85 at US 70 West	
Cricket Inn .....	383-2549
I-85 at Hillandale Road	
Day's Inn - Downtown Durham .....	683-1531
600 Willard St.	
Day's Inn of Durham .....	688-4338
I-85 at Redwood Road	



Duke Motor Lodge .....489-9111 Durham-Chapel Hill Boulevard	Omni Durham Hotel & Conv. Center .....683-OMNI 201 Foster St.
Econo-Travel Motor Lodge .....286-7746 2337 Guess Road	Omni Europa Hotel .....682-0074 US 15-501 at Europa Drive (Chapel Hill)
Governor's Inn .....549-8631 I-40 at Davis Drive (Research Triangle Park)	Red Roof Inn .....489-9421 US 15-501 at I-40, Chapel Hill
Hampton Inn .....968-3000 US 15-501 at Europa Drive, Chapel Hill	Travel Time Inn .....489-9146 Durham-Chapel Hill Boulevard
Happy Inn of Durham .....683-1321 I-85 at Avondale Drive	Triangle Inn .....687-4666 605 West Chapel Hill St.
Holiday Inn - Durham .....383-1551 3460 Hillsborough Road	
Motel 6 .....682-5100 2101 Holloway St.	

**Notes:**

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